PAM Level 1: Diabetes Patient

Level 1 Patient Profile

- May not understand that they need to play a role in their own health
- Lacks basic knowledge about their condition
- Does not understand treatment options or self-care expectations
- May not feel in charge of own health and healthcare
- Used to failure and lacking problem solving skills
- Feels very overwhelmed
- Experiences a lot of negative emotion that makes it hard to cope
- Low confidence in their ability to impact their health
- Difficulty following through on treatment regimens
- Has trouble connecting behavior to health

Overarching Coaching Goals

- Help patient become self-aware and connect her behaviors to her health and how she feels
- Help individual understand that his own actions can have a positive impact on his health
- Give the patient permission to take it one step at a time
- Focus on current health issues (rather than long term)
- Help patient overcome immediate barriers to a successful care transition
- Avoid overwhelming with too much information
- Baby steps with small achievable goals to improve confidence
- Show empathy by using positive messages

Interventions

Condition Knowledge & Symptom Awareness

- Build skill in problem solving around managing diabetes symptoms
  Action: Ask patients to write down symptoms, how they felt, and possible triggers. Discuss
- Build basic diabetes knowledge. Keep it simple
  Action: Work with patient so that she can describe diabetes in one or two simple sentences
  Action: Define with patient basic diabetes terms. Repeat as needed
  Action: Help patient understand his numbers and where he falls

Medications

- Work with patient to understand how diabetes medications work, medication benefits, and side effects
  Action: Identify and address any medication concerns including potential barriers to taking correctly.
  Action: Identify medication knowledge gaps and close these gaps
- Work towards a medication routine
  Action: Together, fill out a medication chart that includes all prescribed meds & dosing directions
  Action: Decide with patients what reminder he/she will put in place to remember to take meds

Interventions

Diet and Nutrition

- Help connect the dots for patient to become aware of habits and stressors that promote poor diet. Identify an opportunity to improve and try it out
  Action: Provide a log to the patient. Ask patient to track food eaten for at least a few days in the coming week. What is eaten and how much? Try taking pictures with a phone camera. What triggers did the patient notice?
- Promote awareness of the glycemic index and the diabetes food pyramid
  Action: Together, identify foods on the glycemic index that are low, medium, and high. Discuss foods eaten in last 24 hours and figure out whether they are low, medium, or high

Physical Activity

- Start to develop an understanding of the specific benefits of physical activity.
  Action: Ask patient about the types and amounts of physical activity she gets in a day and how it makes them feel

  Action: Discuss where there is opportunity to fit in more activity and/or ask patient to add a few extra minutes to something they already do

PAM Level 2: Diabetes Patient

Level 1 Patient Profile

- Lacks basic knowledge about their condition, treatment options, and self-care
- Feels minimally in charge of their health or healthcare
- Significant gaps in many areas of basic health knowledge
- Just starting to realize they have a role to play
- Feels overwhelmed
- Experiences a lot of negative emotion that makes it hard to cope
- Low confidence in their ability to impact their health
- Has little experience or success with lifestyle behavior change

Overarching Coaching Goals

- Close knowledge gaps
- Help individual overcome feeling overwhelmed
- Skill-build to enhance the individual's realization that slight changes in behavior can lead to meaningful improvements in health and wellbeing
- Build confidence by providing skill-building/problem-solving opportunities that can lead to small, positive changes
- Individual identifies inconsistencies with health self-management
- Focus on one topic/behavior and one small step at a time
- Focus on current health issues (rather than long term)
- Show empathy by using positive messages
- Build awareness of their health numbers. Develop skills through practice to track and move numbers in the desired direction

Interventions

Condition Knowledge & Symptom Awareness

- Increase knowledge about the basics of diabetes and diabetes self-care
  Action: Ask patient to monitor glucose at home
- Outline behaviors that contribute to well managed versus poorly managed diabetes
  Action: Provide a symptom diary for patient to track symptoms

Medications

- Identify and begin to mitigate any diabetes medication side effects
  Action: Have patient keep a diary of bothersome side effects. Problem solve together to lessen side effects
- Discover adherence gaps with patients (missed doses, not taking as recommended) and close gaps
  Action: Troubleshoot and help patient create a routine for taking meds
- Grow confidence with small-step changes in diabetes medication adherence
  Action: Have the patient use completed medication chart to correctly load or fill multi-day pill-dosing containers

Interventions

Diet and Nutrition

- Discuss and increase awareness of habits and stressors that promote poor diet. Identify opportunities to improve and try it out
  Action: Ask patient to log food and include emotional state (bored, sad, angry, anxious, happy, etc.)
- Help build confidence with small-step dietary changes to improve glycemic control
  Action: Together, prepare a shopping list that includes low glycemic index produce and grains and legumes. Check back in with the patient following the grocery trip

Physical Activity

- Identify with patient any barriers to increasing physical activity. Find solutions and have patient test possible solutions.
  Action: Have patient find a 'buddy' or create a diabetic exercise group for patients.

  Action: Find ways for patient to sneak in exercise (i.e. take the stairs instead of the elevator, use a pedometer, park farther away, walk around house 3 times, etc.)

PAM Level 3: Diabetes Patient

Level 3 Patient Profile

- Good understanding of basic condition facts and treatments
- Some experience and success in making behavioral changes
- Has confidence in the role they need to play
- Beginning to connect health to longer term goals
- Experiences mostly positive emotions related to their health
- Partners with healthcare providers
- Becoming a good self-manager, ex. 65-75% adherent to meds
- This level is the 'bridge' between low activation (L1/L2) and level 4

Overarching Coaching Goals

- Start to build on past experiences and successes to increase confidence and ability in handling all aspects of health condition
- Strive for achieving self-care guidelines
- Connect self-care to long-term benefits
- Leverage positive attitudes about a healthy lifestyle to bring about steps to improve healthy behaviors
- The "one small step" approach still resonates
- Promote and encourage health information seeking and sharing
- Continue with problem-solving and skill development
- Reinforce the success they've had while focusing on achieving new goals

Interventions

Condition Knowledge & Symptom Awareness

- Engage in healthy, diabetes self-management behaviors at, or near, guideline levels

  Action: Advise patient to record blood glucose level, medications, and diet using a care record on a daily basis

  Action: Compare patient's numbers to guideline numbers for BP, cholesterol, blood sugar, etc. Develop a plan to close any gaps

Medications

- Pursue full adherence to prescribed medication(s)

  Action: Identify any remaining gaps and related causes (e.g. cost, side effects, 'don't need/feeling good', forgetting)

  Action: Educate regarding risks of stopping prescribed meds

  Action: Create a plan to overcome tough days/weeks and/or changes in schedule

  Action: Ensure a medication routine is in place. Create additional reminders if needed (email, cell phone, etc.)

Interventions

Diet & Nutrition (example goals & steps)

- Ensure awareness of recommended diet and health guidelines for diabetes

  Action: Discuss guidelines for the consumption of low glycemic index fruits, vegetables, grain products, and legumes

- Overcome barriers to meet dietary guidelines for diabetes

  Action: Put in place a plan to improve eating behaviors most days in the coming week. Keep track of changes with a food journal

- Create ways for patient to stay on track

  Action: Make a list of inexpensive and fun ways to self-reward for sticking to a healthy, low glycemic index diet

- Make activity a habit

  Action: Encourage patient to plan activities with family or friends, include exercise at lunch, or add an extra fitness class to patient's schedule

- Encourage patient to have fun with physical activity

  Action: Brainstorm with patient to see what activities sound fun. Encourage her to seek out the activity and then check in

PAM Level 4: Diabetes Patient

Level 4 Patient Profile

- Has made many of the necessary behavior changes, but may have difficulty maintaining behaviors over time or during times of stress
- Significant opportunity remains to address lifestyle behaviors – nutrition, physical activity, coping with stress
- Able to regularly practice self-care behavior at guideline levels, particularly with nutrition, medications, and activity.
- Goal oriented with regard to health
- Experiences positive emotions related to engaging in healthy behaviors

Overarching Coaching Goals

- Focus on skills for relapse prevention and learn to troubleshoot in advance of difficult times and events
- Close any gaps in self-care behavior
- Create "stretch" goals, typically emphasizing nutrition, activity, and stress management, to further improve health
- Monitor for relapse (e.g., behaviors and medication adherence) and work on skills to re-start healthy behaviors
- Promote social supports and peer-education to create a strong network of health advocates
- Reinforce the successes they've had, highlighting their strong self-management to date
- Help them reach new heights

Interventions

Condition Knowledge & Symptom Awareness

- Help patient maintain a healthy blood glucose level at or near guideline levels and look toward stretch goals

  Action: Track and monitor blood glucose, then make modifications in routines and habits when not aligned with guidelines
- Educate patient regarding techniques to get back on the diabetes control track

  Action: Have the patient identify scenarios that are likely to throw him off track with blood glucose control. Create a plan to prevent and/or re-establish routines
- Encourage self-reward for improved or optimal blood glucose level

  Action: Make a list of inexpensive and fun ways to self-reward for behaviors that lower blood glucose

Medications

- Have a plan in place to maintain 100% medication compliance

  Action: Identify tendency and temptation to slack off Rx's when symptoms have improved

  Action: Identify ways to maintain a medication routine during times of change or stress. Advise patient to fill Rx in advance of travel

Interventions

Diet & Nutrition (example goals & steps)

- Pursue diabetic diet and nutrition stretch goals that further improve health

  Action: Advise patient to investigate further reducing daily calories to optimize A1c measure over time. Emphasize low glycemic index fresh/raw fruits and vegetables
- Expect that dietary relapse (consuming too many calories, saturated fat, sodium/salt) can and will happen. Have a plan

  Action: Ask patient to develop to get back on track following relapse. Reiterate that a dietary lapse does not mean the patient gives up.

Physical Activity (example goals & steps)

- Encourage longer term goals

  Action: Provide a list of upcoming 5ks or other community athletic events. Encourage patient to improve time, duration, intensity or distance of existing activity
- Troubleshoot ways to overcome activity slumps

  Action: Suggest patient become a mentor or motivator for someone else

  Action: Advise patient to pack athletic clothes when away from home